STUDENT I.T. SERVICES
QUICK GUIDE - 2012
<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Change details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>17 December 2008</td>
<td>Drafted and first edition</td>
</tr>
<tr>
<td>1.2</td>
<td>20 January 2010</td>
<td>Revised URLs</td>
</tr>
<tr>
<td>1.3</td>
<td>12 March 2010</td>
<td>Separate VPN from Student Guide</td>
</tr>
<tr>
<td>1.4</td>
<td>18 February 2011</td>
<td>Remove printing services</td>
</tr>
<tr>
<td>2.0</td>
<td>20 January 2012</td>
<td>New version to reflect the changes to the new Student FIM infrastructure</td>
</tr>
</tbody>
</table>
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Welcome to the UWA Business School!

This booklet was designed to make I.T. an easy to use and valuable resource during your studies the University.

To complement the New Course 2012, the University has taken on the Business Improvement Project to improve the user experience with the University Information Services. One of the improvements is the implementation of a centralized student I.T. account. All student I.T. accounts are now centralized starting the first semester 2012.

The Business School IT Quick Guide 2012 complements the Information Services Pocket Book and should be used for assisting the students with the Student IT Services provided by Information Services.

Please note that the Business School only provides the computer laboratory facilities.
Student Internet Support Office (SISO)

All student related account and printing enquiries must be directed to SISO. Please refer to the contact details below:

<table>
<thead>
<tr>
<th>SISO Contact Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>Reid Library First Floor¹</td>
</tr>
<tr>
<td></td>
<td>Science Library Ground Floor²</td>
</tr>
<tr>
<td><strong>Opening Hours</strong></td>
<td></td>
</tr>
<tr>
<td>Monday to Thursday:</td>
<td>8am – 10pm</td>
</tr>
<tr>
<td>Friday:</td>
<td>8am – 6pm</td>
</tr>
<tr>
<td>Weekend:</td>
<td>10am – 6pm</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:support@student.uwa.edu.au">support@student.uwa.edu.au</a></td>
</tr>
<tr>
<td><strong>Phone [Extension]:</strong></td>
<td>(+61 8) 6488 [3814]</td>
</tr>
<tr>
<td><strong>Self-Service:</strong></td>
<td><a href="http://www.itservicedesk.uwa.edu.au/">http://www.itservicedesk.uwa.edu.au/</a></td>
</tr>
<tr>
<td><strong>SISO site:</strong></td>
<td><a href="http://www.is.uwa.edu.au/it-help/students/siso">http://www.is.uwa.edu.au/it-help/students/siso</a></td>
</tr>
</tbody>
</table>

Computer Facilities

UWA Libraries

Libraries I.T. are operated by Information Services and supported by SISO. Computers are available to authorized users during Libraries Opening Hours¹. Please refer to the Library Computer Details listed below:

1. **Libraries Computer Location and Availability**
   URL: [http://www.is.uwa.edu.au/it-help/students/library-computers#locations](http://www.is.uwa.edu.au/it-help/students/library-computers#locations)

2. **Library Computers & Printing**
   URL: [http://www.is.uwa.edu.au/it-help/students/library-computers](http://www.is.uwa.edu.au/it-help/students/library-computers)

3. **Printing, copying and scanning**

³ [http://www.is.uwa.edu.au/it-help/students/hours](http://www.is.uwa.edu.au/it-help/students/hours)
Business School - Computer Facilities

There are 4 computer laboratories and a general purpose computer facilities. Please check on the computer laboratory timetable which should be displayed outside the room and Business School Computer Labs Availability. All students are advised to read and agree with the Business School Computer Lab Access Policy.

With the exception of the Christmas Holiday lock-down period and term break, the computer laboratories are opened according to the table shown below:

<table>
<thead>
<tr>
<th>Room No</th>
<th>Function</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>G85</td>
<td>UG Teaching Lab (Mitsubishi)</td>
<td>Mon – Fri: 7am – 11pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Weekend: 8am – 6pm</td>
</tr>
<tr>
<td>G86</td>
<td>UG Teaching Lab</td>
<td>Public Holidays: 8am – 6pm</td>
</tr>
<tr>
<td>G87</td>
<td>Hon/UG Teaching Lab</td>
<td>Honours student may apply for 24/7 access</td>
</tr>
<tr>
<td>1.25</td>
<td>Postgraduate Resource Room</td>
<td></td>
</tr>
<tr>
<td>Common Room</td>
<td>General purpose</td>
<td>Normal business hours</td>
</tr>
</tbody>
</table>

If you can’t get in with your card, please contact Campus Card Helpdesk on (+61 8) 6488 2523.

Printing in the Business School

Students must purchase print credit at the libraries as stated on http://www.is.uwa.edu.au/it-help/students/library-computers/printing-copying-scanning/.

PC Login

1. Hit Ctrl+Alt+Del

2. Enter your student number and password
3. Check that you are login to UNIWA domain

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4 http://cgi.biz.uwa.edu.au/cgi-bin/lab-free-busy.pl
5 http://www.business.uwa.edu.au/students/it-help/access#policy
6 http://www.campuscard.uwa.edu.au/UWA_Campus_Card
4. Press Enter

Central UWA Student Account (Pheme)

Central UWA Account (Pheme) provides student with the single sign-on (username & password) to access the University electronic system and resources.

If you are officially enrolled, you can activate your UWA student account. Please choose a secure password according to the recommended Password Guidelines.

Central UWA Student Account also automatically give you access to:

1. **UNIFI**
   Your guide to wireless internet access at UWA
   URL: [http://www.is.uwa.edu.au/it-help/access/wireless/unifi](http://www.is.uwa.edu.au/it-help/access/wireless/unifi)

2. **Email**
   A Google based email account accessible both via Web and client application like Outlook.

### Email General FAQ

<table>
<thead>
<tr>
<th>Email address format:</th>
<th><a href="mailto:studentnumber@student.uwa.edu.au">studentnumber@student.uwa.edu.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>SPAM email:</td>
<td><a href="http://www.is.uwa.edu.au/it-help/email/staff/spam">http://www.is.uwa.edu.au/it-help/email/staff/spam</a></td>
</tr>
</tbody>
</table>

3. **Cloud Storage**
   Online data storage for sharing study related files.
   URL: [http://www.is.uwa.edu.au/it-help/students/sharing-large-files](http://www.is.uwa.edu.au/it-help/students/sharing-large-files)

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Other Online Services for Students

1. **Course Material Online (CMO)**
   You can find course materials required for any unit.
   URL: [http://www.is.uwa.edu.au/information-resources/cmo](http://www.is.uwa.edu.au/information-resources/cmo)

2. **My UWA**
   One stop shop to your personalized UWA portal giving you access to several UWA online services for students

3. **OnLine Class Registration (OLCR)**
   You can lodge your preferred class configuration
   URL: [http://www.olcr.uwa.edu.au/](http://www.olcr.uwa.edu.au/)

4. **Student Connect**
   UWA student portal to Student Information Management, Callista SMS.

5. **UWA Timetable**
   You can check what classes are run and the venue of the class
   URL: [http://www.timetable.uwa.edu.au](http://www.timetable.uwa.edu.au)

6. **UWA’s Learning Management System (LMS)**
   UWA Learning Management System facilitates the online learning environment. A new protect to replace WebCT is projected to go live in February 2012.
   URL: [http://staff.webct.uwa.edu.au/](http://staff.webct.uwa.edu.au/)

**I.T. Policies**

All students are encouraged to familiarize with the I.T. policies:

<table>
<thead>
<tr>
<th>I.T. Policies</th>
<th>UWA I.T. Policies</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Business School I.T. Policies</th>
</tr>
</thead>
</table>
Software Licensing

Student software is available from Information Services, examples of software available to students are:

- Endnote
- SAS (Student use of Mathematica is restricted to currently enrolled students)
- Sophos
- Mathematica (Student use of Mathematica is restricted to currently enrolled students appearing on class lists in Physics, Mathematics, Mechanical and Civil Engineering.)
- Virtual CloneDrive

URL: [https://software.webservices.uwa.edu.au/Login.aspx](https://software.webservices.uwa.edu.au/Login.aspx)

If you want to find out about any other software **NOT** listed in the Student Software Download, please contact SISO on 6488 3814.
**Lost Property**

- Students who found any lost properties should take them to the Student Guild Reception.

- Student who wants to find their lost properties claim them from the Student Guild Reception.

**Guild Contact & Location**

**Website:** [http://www.guild.uwa.edu.au/home/your_guild/about_the_guild/venues](http://www.guild.uwa.edu.au/home/your_guild/about_the_guild/venues)

(Source: [http://www.guild.uwa.edu.au/__data/page/2664/guild_village_map.png](http://www.guild.uwa.edu.au/__data/page/2664/guild_village_map.png))